



# How Are We Doing?

CITY OF ALAMEDA - PLANNING & BUILDING  
2263 SANTA CLARA AVENUE, ROOM 190  
ALAMEDA, CA 94501  
TEL: (510) 747-6800 FAX: (510) 747-6804

---

The Employees at the City of Alameda value quality customer service. Please help us to provide you with better service by taking the time to let us know how we are doing.

Date of your visit: \_\_\_\_\_ Time of visit: \_\_\_\_\_  
Purpose of your visit: \_\_\_\_\_  
Name of department: \_\_\_\_\_  
Name of staff member(s): \_\_\_\_\_

**Excellent      Good      Fair      Poor**

## **Caring**

We are **courteous, patient** and possess a **positive attitude**.

## **Professionalism**

We are **respectful, fair** and demonstrate **competence**.

## **Responsiveness**

We are **helpful, responsive** and provide **comprehensive** information.

## **Reliability**

We are **consistent, reliable** and we **follow-through**.

## **We go the extra step**

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**If you would like us to contact you, please provide the following information:**

Name (Optional): \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_

THANK YOU FOR  
YOUR COMMENTS!

(Fold Here)



Affix  
Stamp  
Here

Send To:  
City of Alameda  
Human Resources Department  
Employee & Organization Development Manager  
2263 Santa Clara Avenue  
Alameda CA 94501

(Fold Here)

THANK YOU FOR  
YOUR COMMENTS!